Web StoreFront

Business Card

User Guide

System Requirements:

All that is required is Adobe Acrobat Reader and an Internet Browser.

We support most common browsers:

Internet Explorer 8, 9, 10

Mozilla Firefox 15, 16

Safari 5.1.4

Google Chrome 23.0.1271, 26.0.1397.2

Opera 9.6

Contents

Section 1: Welcome

This section will answer the following questions:
- ✔ What is Web StoreFront?
- ✔ How do I become a registered user?
- ✔ Where do I go to access StoreFront?
- ✔ Where do I go if I need help?

What is Web StoreFront?

Web StoreFront (WSF) is an online shop where you can order your business cards.

You can:
- Place your order using online checkout techniques.
- Save your Business Card information for future orders.
- Check your order Status at any time.
- Check your order history at any time.

How do I become a registered user?

Before you may access the WSF, your Agency WSF Approver must submit a *Web StoreFront Online Ordering Access and Updates* form to OSPWSFAdmin@dgs.ca.gov. This form will be used to set up an account for you as a registered user. Questions regarding this form may be directed to the WSF office at WSFAdmin@dgs.ca.gov

The OSP WSF in consultation with your Agency WSF Approver will register you with your information: Name, Local Agency, Shipping Address, Phone Number, Billing Code Number and e-Mail Address. Once registered, you will receive an email notification from the WSF Administrator with your User Name and a temporary Password.
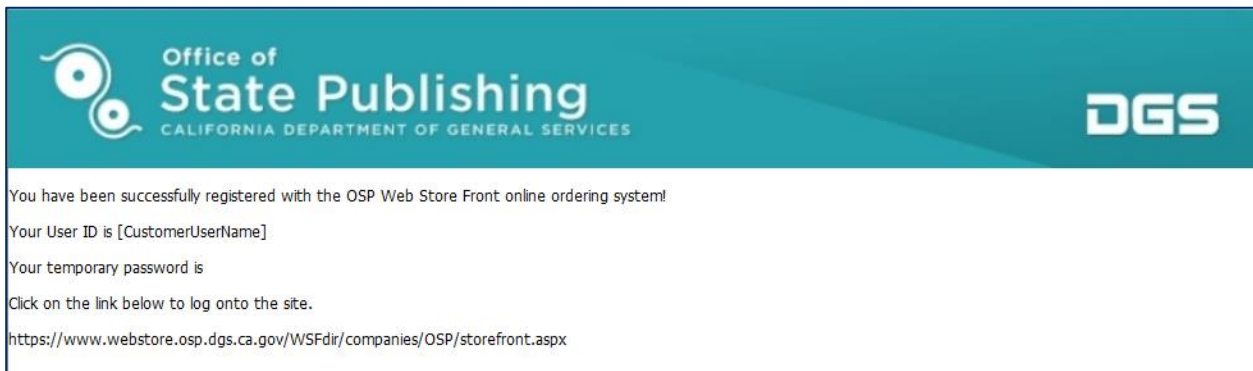
Where do I go to access Web StoreFront?

You may access the site from a web browser (such as Internet Explorer, Mozilla Firefox, Safari, Google Chrome or Opera) on your computer.

To access the site:

- Connect to the Internet.
- Enter the URL or web address for the site in the address field at the top of the browser window. The address is: -
  www.webstore.osp.dgs.ca.gov/WSFdir/companies/RegWSF/storefront.aspx
- Press the *Enter* key on your keyboard or select the *Go* button in your browser. The login screen of the site opens.
- Bookmark or save the URL in your *Favorites* for future use.

Where do I go if I need help?

Support is available between 8:00 am and 5:00 pm, Monday-Friday only.

Order Support:

Contact **Order Support** at **DGSWSFOrderSupport@dgs.ca.gov** if you have questions about:
- An order you already placed
- Partial or incorrect orders received
- An order that has not been received

Please reference your order number when asking questions about orders already placed.

Technical Support:

If you are locked out, or have trouble logging into WSF, contact **Technical Support** at:

WSFAdmin@dgs.ca.gov

Generic Online Support:

- For generic help with functions of Web StoreFront, click 🔵 for information about the current page. For example, if you are reviewing your order history and click 🔵 , you will get a help topic about My Order History.

- Use the Contents, Index, Search and Glossary tabs in the left-hand pane of the help screen to find the information you need.
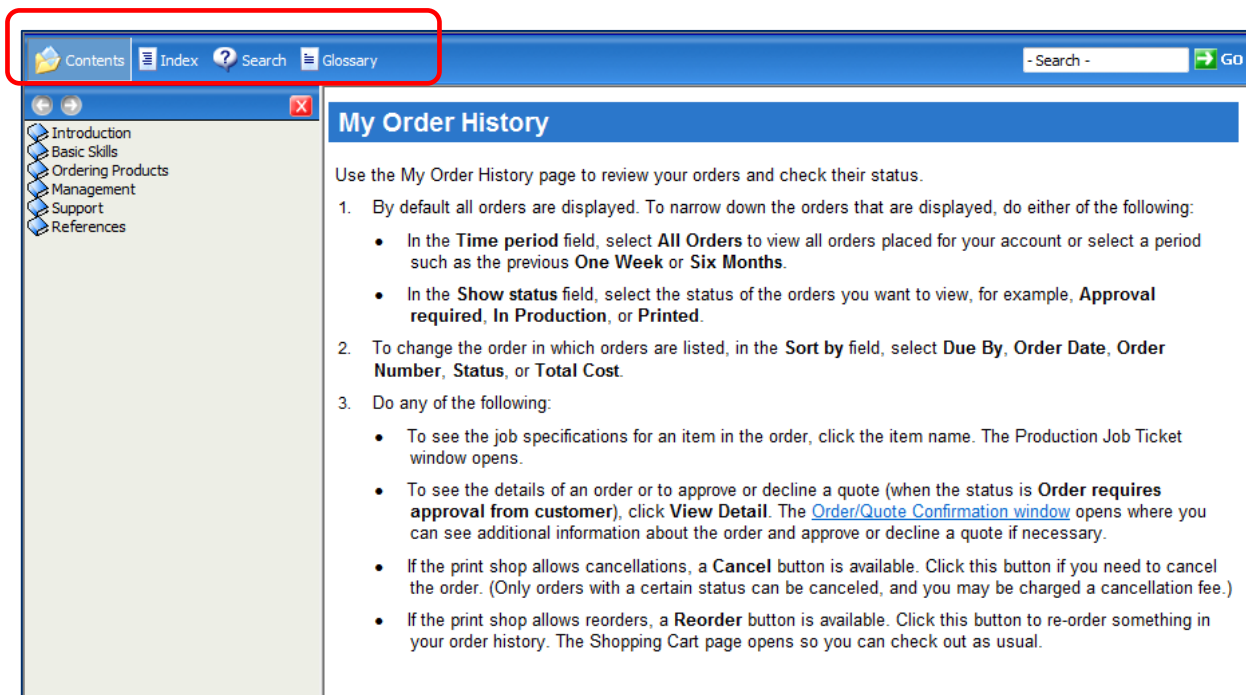
Section 2: Basics

This section will answer the following questions:
- ✔ How do I log in to the site for the first time?
- ✔ Are there any password requirements?
- ✔ What is the Home Page?
- ✔ How do I create or change my security question or answer?
- ✔ What if I forget my password?
- ✔ How do I change my password?
- ✔ What is My Account?

How do I log in to the site for the first time?

Once you have received your e-mail notification with your user name and temporary password, you can log onto the website. When you go to the WSF website, the Login screen opens.

1. Under Login, enter your User Name.
2. Enter your temporary Password.
3. Click Login. (Required before you can place an order).
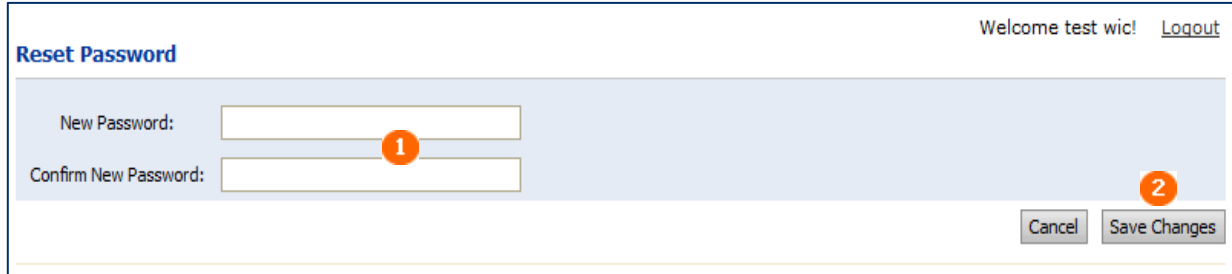
Are there any password requirements?

After hitting "Login" for the first time, you will be required to reset your temporary password.
Note: You must adhere to the WSF Password Requirements listed below:

1. Enter the New Password and Confirm New Password.
2. Click Save Changes.

Web StoreFront Password Requirements

- You cannot use the last 3 passwords.
- Password should contain 8 to 20 characters.
- Password should contain at least 1 uppercase character, 1 lowercase character, 1 digit, and 1 special character.
- Password should not contain username, first or last name.

What Is the Home Page?

The Home Page image is shown below. This is your starting point after logging in. You may return to the Home Page from other screens by clicking Home in the Navigation Bar. The Navigation Bar is always available and includes other useful links such as Cart, My Account, Order Status, Contact Us and Help ⓦ

1. Click Home to return to the Home Page from other places on the site.
2. Click Cart to view the items in your cart.
3. Click My Account to access your Profile, Order History and to change your Password or Security Question.
4. Click Order Status to see the status of your current orders.
5. Click Contact Us for technical support on the site.
6. Click ⓦ for generic online support.
7. Click Categories to see the items in each category.
8. Click the Go To Cart! button to see contents of your cart and to check out.

How do I create or change my security question or answer?

After changing your temporary password and before you begin using the WSF system, you must answer a security question. If you forget your password, you will be required to answer the security question to verify your identity before a new password is e-mailed to you.

NOTE: *After setting up your initial security question and answer, you may change both the question and the answer at any time.*

Home Page:
1. Click My Account in the Navigation Bar. The Profile screen opens by default.
2. Click Change to the right of the Security Question field. The Change Security Question screen opens.

Security Question Screen:
1. Enter your current password (not the temporary password).
2. In the New Security Question field, select one of three pre-populated questions, or select "Other" and enter your question in the Your Own Security Phrase area.
3. In the New Security Answer field, enter the answer to the question.

    (**NOTE:** *The answer you provide is case-sensitive.*)
4. Click Save.
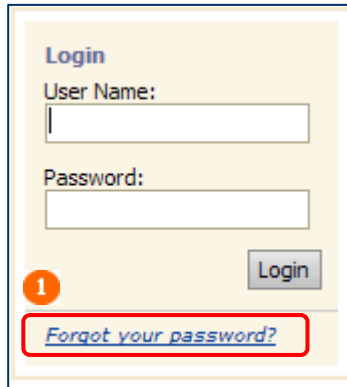
What if I forget my password?
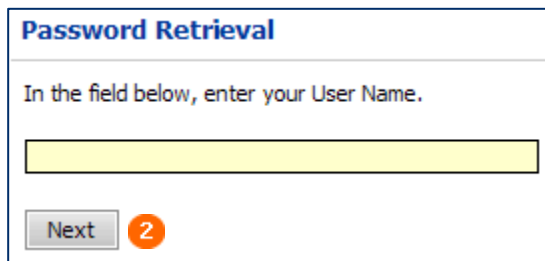
If you forget your password and are unable to log into the site, you may obtain a new password by providing your user name and the answer to your security question. After you receive the new password, you may change it (Refer to: *Are there any password requirements?* on page 10).

1. Under Login on the Login screen, click *Forgot your password?*
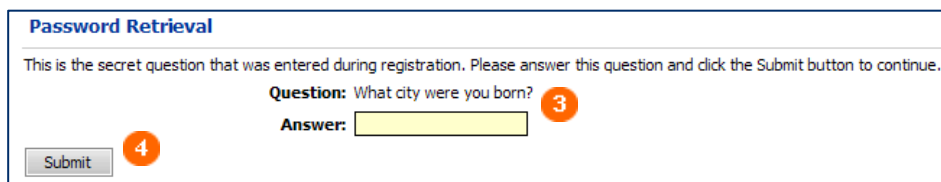
2. The Password Retrieval screen opens. Enter your user name and click Next.

3. The security question that you selected when you registered is displayed. Enter the answer to the security question. **Note:** *The answer is case-sensitive*.

4. Click Submit. Your new password will be emailed to you within minutes.

How do I change my password?

After your initial login, you may change your password at any time.

Home Page:

1. Click My Account in the Navigation Bar. The Profile screen opens.
2. Click Change to the right of Password. The Change Password screen opens.

Change Password screen:

1. In the Password field, enter your current password.
2. In the New Password field, enter a new password.
3. Re-enter the new password again in the Confirm New Password field.
4. Click Save.

The password requirements (See page 10) must be adhered to, or you will receive the message: *"Your password does not meet policy requirements. Please choose another password."* *as shown below.*

What is My Account?

You may access My Account from the Navigation Bar on the Home Page. When you click My Account, it opens to the Profile screen.

My Account has several sections that contain information specific to your account:

1. Profile
2. Address Book
3. Files (**NOTE**: *The Files category does not pertain to Business Card Orders*.)
4. Saved Jobs
5. My Order History

Profile:

- Select the Edit button to make changes to your profile.

- You may edit the info in your profile except for the Agency Billing Code: .

  You must get approval from your online order approver to change the Agency Billing Code Number. *If you have the wrong number in this location your order will be rejected.*

- Select the Save buttom after your changes have been made.

Address Book:

- Your Address Book is specific to your account. This is where you can store additional ship to addresses. The default ship to address is the one in your profile.
- Although the system software allows you to make changes to your Address Book, the online order approver may reject your order if you use an address that isn't approved.
- To add an address to the Address Book select Add New, fill all the required fields and select the Save button.

Files:

The **Files** category does not pertain to Business Card Orders.

Saved Jobs:

Use the Saved Jobs page to review and access a previous job that you saved during the process of customizing a product; as described on page 32.

- To open the saved job (with the specifications you made prior to saving it), select Open Job or click the job name. You can review the options you previously selected and pick up where you left in the job creation process. (You can always save the job again at any point in the process if you want.)
- To delete a saved job, select Remove.

My Order History:

At any time while logged in to WSF, you may visit My Order History to check the status of your current order as well as review information on past orders. There are two ways to get to the My Order History screen while logged in.

1. Click My Account in the Navigation Bar. This will take you to the default Profile screen, where you would need to select My Order History.
2. Or click Order Status on the Navigation Bar. This will take you automatically to the My Order History screen.

Note: If you seek assistance regarding an order, you will need to refer to the Order Number, which may all be found here on this screen.

The My Order History screen opens with a view of Time period: – All Orders, Show Status: - ALL, and Sort by: – Order Date. You may change any of these three ways by using the drops downs.

1. In the Time period field, select All Orders to view all orders placed for your account or select a period such as the previous One Week or Six Months.
2. In the Show status field, select the status of the orders you want to view. For example, Approval required, Approved, In production or Shipped. *("Order requires manual quote" does not pertain to Business Card orders).*
3. To change the way to view orders in the Sort by field, select Order Date, Order Number, or Status. *(The "Total Cost" option does not pertain to Business Card orders).*

What is My Account? - continued

If you want to see the details of an order, select View Detail while still in the My Order History screen. The Order Confirmation screen will open.

You can see additional information about the order such as who submitted it and when it was submitted, as well as shipping information. (You can click Print this Page to print a copy of the Order Confirmation.)

If you want to order a card you know has been done before, do a search as explained on page 22. When you find the previous order, select Reorder.

After you click on the Reorder button:

- The shopping Cart from the original order will open up.
- Click on the hyperlink of the card you want to reorder.
- The data entry page will open and allow you to make any changes if necessary or reorder without any changes.
- Follow the steps detailed in section 3.

Section 3: Ordering Cards

This section will answer the following questions:

✔ Where do I start?
✔ What is a Job Name and how do I pick a Quantity?
✔ How do I enter my Business Card Information?
✔ How do I review & proof read my card?
✔ How can I make copy changes to my card?
✔ How do I approve my Business Card?
✔ How do I checkout and place my order?
✔ How do I know if my order was approved or declined?

Where do I start?

After you have logged into the Web StoreFront you will need to select the Categories Business Cards hyperlink.

Where do I Start? – continued

Select the Begin button.

What is a Job Name and how do I pick a Quantity?

- Job Name, please use the First Name and Last Name of the person the card is for and also the Date the order is entered.

  Example: John Doe 12/25/14
- Use the drop down menu to select a Quantity.

How do I enter my Business Card Information?

Fill out the form with your information.
1. The Phone Numbers may be pre formated. (916) 555-1234
2. You can use the drop downs to change the Phone Titles.
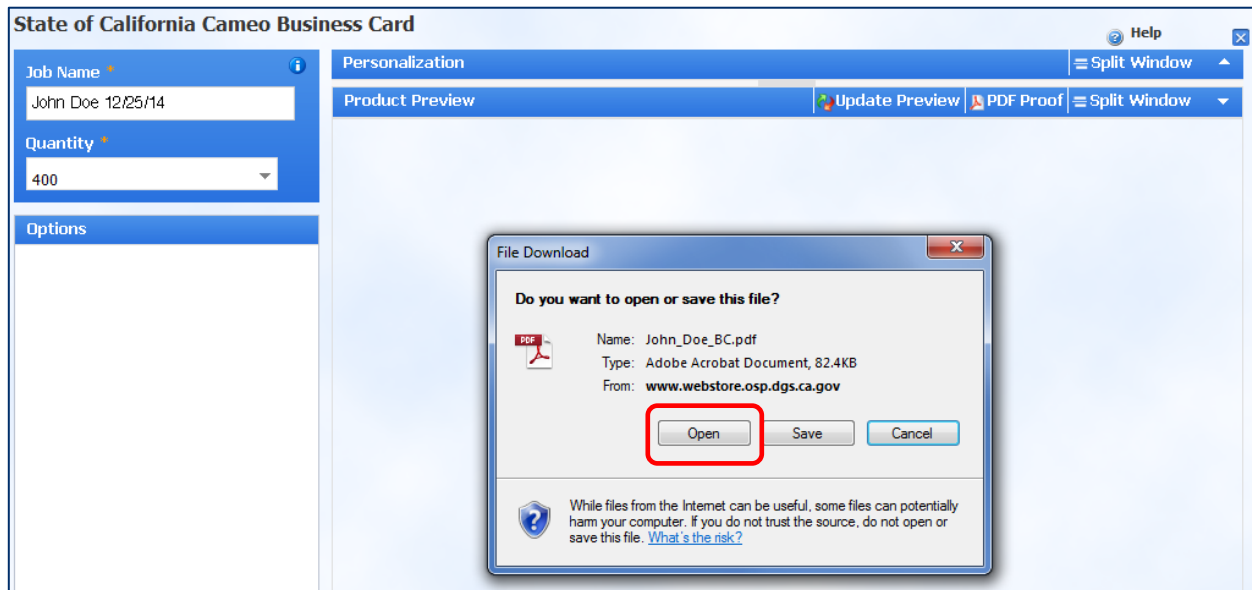3. You MUST select Update Preview after all of your data is entered to proceed.

How do I review & proof read my card?

Select PDF Proof to preview a high resolution image in Acrobat Reader.
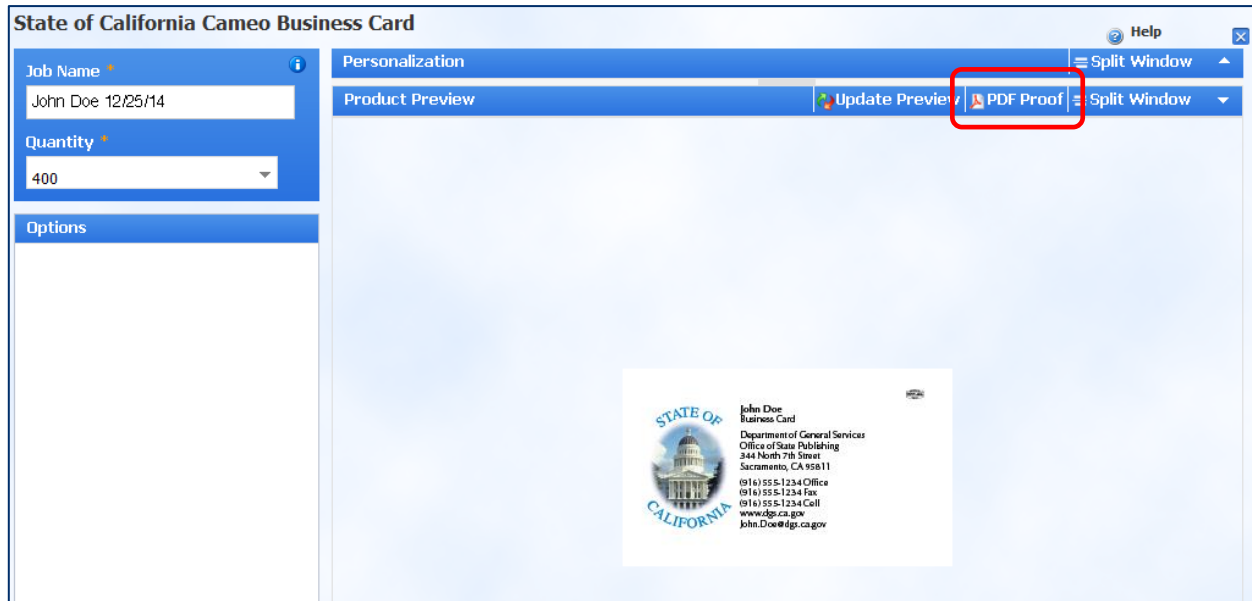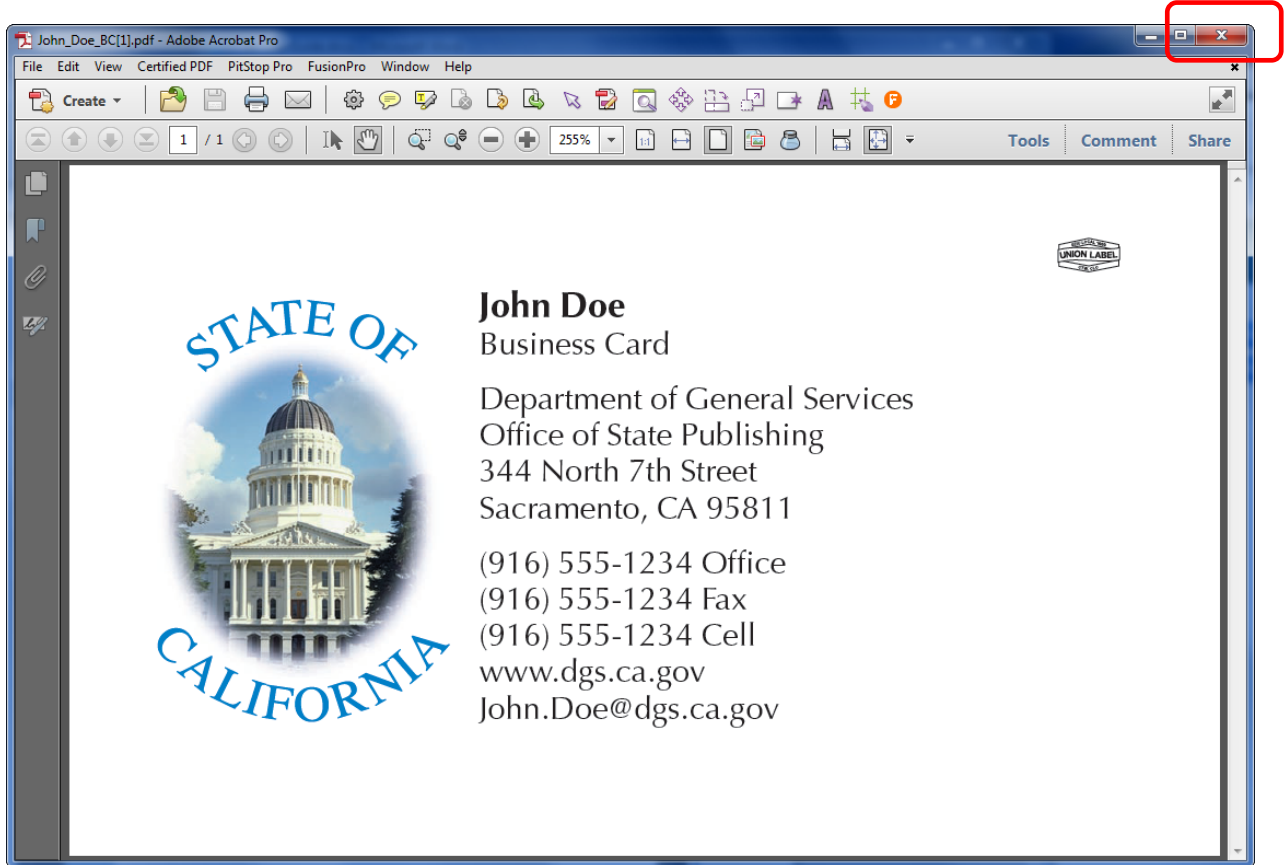

Select the Open button.

This is the hi-res preview. **CAREFULLY PROOF READ YOUR CARD**.

OSP is not responsible for any design or spelling errors.

Select the X to close and go back to the previous screen.

How can I make copy changes to my card?

1. If your card requires corrections select the Personalization bar at top, it will take you back to the Data Entry screen.
2. You can also select the Split Window bar to get back to the Data Entry screen to make copy corrections
3. If you need to leave the site before you have finished your order, select the Save button and your card will be saved in the My Account – Saved Jobs section as described on page 20.
4. If all the copy is accurate select Add to Cart to proceed.

How do I approve my Business Card?

Select the Approve button after you have Carefully Reviewed the card.

OSP is not responsible for any design or spelling errors.

If you're not seeing the blue Approve button, you may need to reset the zoom feature on your web browser. Change the zoom to 75%, then _re-fresh_ your screen.

Or your web browser may be blocking pop ups, it needs to allow pop ups.

How do I checkout and place my order?

Shopping Cart:

1. Select the product name link to go back to the data entry screen to make copy changes.
2. Select the Remove link to start over.
3. Use the drop down menu to revise the Quantity; then click on the Update Order link.
4. Enter the shipping address.

   (Note: *By default the address that is in your profile will populate*).
5. You may add special Delivery Instructions (up to 200 characters).
6. You must select the Save button to proceed with checkout.
7. Select Checkout to proceed.

1. Review the shipping address and Edit if necessary.
2. Select Continue Shopping to add another card, which can be done as long as the cards have the same billing code and shipping address.
3. Select Checkout to proceed.

Checkout Screen:

1. The Agency Billing Code Number is the same number that is in your user profile, explained on page 18.
   You must get approval from your online order approver to change this info.

   If you have the wrong number in this location your order will be rejected.
2. You are required to enter a Purchase Order Number. If your agency does not use purchase order numbers, type in "N/A".
3. You MUST select an Approver.
4. Select Next to proceed.

Review Your Order:

1. To revise or delete the order return to the Cart.
2. Select Edit to revise the shipping information.
3. If all the information is correct select Place My Order.

How do I check out and place my order? – continued

Order Confirmation:

1. This is your Order Confirmation you may Print this page and keep for your records.
2. Please note the Order Number, this number will be used to identify your order.
3. Select the Continue Shopping button to order more cards that may have a different Billing Code or Shipping Address.
4. Select Logout before leaving the site.

How do I know if my order was approved or declined?

When your order is approved you will receive an e-mail similar to the one below.

Office of State Publishing
CALIFORNIA DEPARTMENT OF GENERAL SERVICES — DGS

Web Store Front

Order number **429** has been accepted by the approver. Please click the link below to view the order.

"https://www.webstore.osp.dgs.ca.gov/WSFdir/MyAccount/OrderSummary.aspx?
Me/kuTVSB+mhUqJSv+kqYFPPuEcFcwes6lfOydR00ntZK1NxVdVkcDAC5ha+MyTG3UD4Fp2U+xF9C/S

When you click on the link in the e-mail, it will take you to the WSF login screen and once logged in, will open automatically to the Order Confirmation screen. Your Order Status will show as "In Production".

Print this page   Continue Shopping

Order Confirmation

Order Number: 429
Expected Completion Date: 6/5/2014 4:30:00 PM PDT
Submitted on: 5/13/2014 8:57:39 AM PDT
Submitted by: DGS Tester
                           Tel: (916) 555-1234

Order Status: In production
As of: 5/13/2014 10:59:43 AM PDT

Print Shop: Office of State Publishing
1050 Richards Blvd.
Sacramento, CA 95811
United States
Tel: 800 963-7860
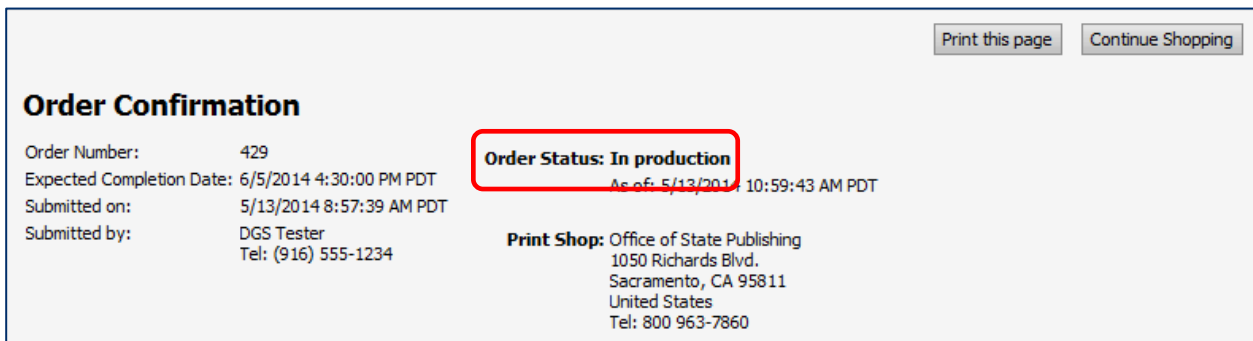
If your order is declined you will receive an e-mail similar to the one below. When you click on the link in the e-mail, it will take you to the WSF login screen and once logged in, will open automatically to the Order Confirmation screen.

Your Order Status will be updated to "Rejected" and a reason for the rejection will be given.

You can click on the Order Again button and you will be taken back to your Cart to make the necessary revisions to your order and then resubmit.

NOTE: *If you have moved on from the order that was rejected and have a new order started in your cart, you MUST complete that order first before trying to resubmit the rejected order*.

You may check your order status at any time by selecting Order Status on the Navigation Bar.

- The status of the order will change throughout the production process and may be updated with: Approval Required, Approved, Rejected, In Production or Shipped.
- If you call for help regarding the status of your order, you will be asked to provide the Order Number.

NOTE: *For questions specific to the status of your order, contact 1-800 963-7860 or* DGSWSFOrderSupport@dgs.ca.gov *Monday – Friday, 8 am to 5 pm.*

Glossary

A

Address Book: The names and addresses of your contacts. You may select these during checkout.

Approval: (1) The process of approving an order you placed. (2) The process of reviewing and authorizing an order by a designated Approver at your agency.

C

Cart: The virtual shopping basket to which you add items you intend to order.

D

Delivery Method: The way a purchased item or order is sent to the recipient. This is determined at the Office of State Publishing warehouse.

L

Login: The process of gaining access to the site by entering a user name and password.

Logout: The process of ending a session on the site.

M

My Account: The area of the site that gives you access to account-specific information, such as your profile, address book, and order history.

My Order History: A page in the My Account area of the site that lists your orders with status information.

N

Navigation Bar: The bar at the top of the screen that includes links you may click to get to the Home Page, Cart, My Account, Order Status, Contact Us, and Help ( ).

O

Order: A shopping cart transaction which may include multiple items.

P

Profile: Your site account and contact information.

R

Recipient: The person or entity to which an order (or part of an order) is to be delivered.

Registered User: A person who has been given access to the WSF.

W

Web StoreFront (WSF): The website that provides online shopping for DGS.